

TORQ Analysis of First-Line Supervisors/Managers of Housekeeping and Janitorial Workers to Stock Clerks, Sales Floor

INPUT SECTION:											
Transfer	Title					0*1	NET	Filters			
From Title:	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers				37-	1011.00	Abilities:	Importano LeveL: 50	е	Weight: 1	
To Title:	Stock Clerks, Sales Floor				43-	5081.01	Skills:	Importano Level: 69	е	Weight: 1	
Labor Market Area:	Maine Statewide						Knowledge:	Importano Level: 69	е	Weight: 1	
OUTPUT SECTION:											
Grand TORQ:									80		
Ability TORQ				Skills TO	RQ			Knowledge	TORQ		
Level			77	Level			92	Level			70
Gaps To	Narrow i	f Possi	ble	Upgrade These Skills			k	(nowledge	to Ad	d	
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledg	e Level	Gap	Impt
Category Flexibility	39	24	59	No Skill	s Upgrade	Required!		No Knowle	edge Upgrad	es Req	uired!
Speech Recognition	41	19	56								
Trunk Strength	42	17	62								
Static Strength	34	20	50								
Deductive Reasoning	37	6	50								
Information Ordering	39	4	56								
Near Vision	39	4	50								
Speech Clarity	37	3	65								
Oral Expression	53	1	68								
Problem Sensitivity	39	1	50						difference be		

ASK ANALYSIS										
Ability Level Comparison - Abilities with importance scores over 50										
Description	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	Stock Clerks, Sales Floor	Importance							





Rela	ted Work Experience Co	mparison	Required Ed	ucation Level Comparison	
Description	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	Stock Clerks, Sales Floor	Description	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	Stock Clerks Sales Floor
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	10%	Post-Masters Cert	0%	0%
4-6 years	34%	0%	Master's Degree	0%	0%
2-4 years	18%	1%	Post-Bachelor Cert	0%	0%
1-2 years	10%	10%	Bachelors	16%	0%
6-12	4%	11%	AA or Equiv	0%	10%
months	1 50/	100/	Some College	0%	10%
3-6 months 1-3 months	15%	2% 0%	Post-Secondary Certificate	29%	0%
O-1 month	0%	16%	High Scool Diploma or GED	48%	40%
None	14%	46%	No HSD or GED	4%	37%



Most Common Educational/Training Requirement:

Work experience in a related occupation

Short-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

1 - Job Zone One: Little or No Preparation Needed

No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.

These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.

Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.

Tasks

First-Line Supervisors/Managers of Housekeeping and Janitorial Workers

Core Tasks

Generalized Work Activities:

- Getting Information Observing, receiving, and otherwise obtaining information from all relevant sources.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Inspecting Equipment, Structures, or Material - Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
- Identifying Objects, Actions, and Events -Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Making Decisions and Solving Problems -Analyzing information and evaluating results to choose the best solution and solve problems.

Specific Tasks

Occupation Specific Tasks:

- Advise managers, desk clerks, or admitting personnel of rooms ready for occupancy.
- Check equipment to ensure that it is in working order.
- Confer with staff in order to resolve performance and personnel problems, and to discuss company policies.
- Coordinate activities with other departments to ensure that services are provided in an efficient and timely manner.
- Direct activities for stopping the spread of infections in facilities such as hospitals.
- Establish and implement operational standards and procedures for the

Stock Clerks, Sales Floo

Core Tasks

Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Handling and Moving Objects Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

Specific Tasks

Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
- Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument.
- Keep records of production, returned goods, and related transactions.
- Mark selling price by hand on boxes containing merchandise.
- Pin, paste, sew, tie, or staple tickets, tags, or labels to article.

TORQ Analysis Page 3 of 10. Copyright 2009. Workforce Associates, Inc.



- departments they supervise.
- Evaluate employee performance, and recommend personnel actions such as promotions, transfers, and dismissals.
- Forecast necessary levels of staffing and stock at different times, in order to facilitate effective scheduling and ordering.
- Inspect and evaluate the physical condition of facilities in order to determine the type of work required.
- Inspect work performed to ensure that it meets specifications and established standards.
- Instruct staff in work policies and procedures, and the use and maintenance of equipment.
- Inventory stock to ensure that supplies and equipment are available in adequate amounts.
- Investigate complaints about service and equipment, and take corrective action.
- Issue supplies and equipment to workers.
- Maintain required records of work hours, budgets, payrolls, and other information.
- Perform financial tasks such as estimating costs, and preparing and managing budgets.
- Perform or assist with cleaning duties as necessary.
- Plan and prepare employee work schedules.
- Prepare activity and personnel reports, and reports containing information such as occupancy, hours worked, facility usage, work performed, and departmental expenses.
- Recommend changes that could improve service and increase operational efficiency.
- Recommend or arrange for additional services such as painting, repair work, renovations, and the replacement of furnishings and equipment.
- Screen job applicants, and hire new employees.
- Select and order or purchase new equipment, supplies, and furnishings.
- Select the most suitable cleaning materials for different types of linens, furniture, flooring, and surfaces.
- Supervise in-house services such as laundries, maintenance and repair, dry cleaning, and/or valet services.

Detailed Tasks

Detailed Work Activities:

- analyze operational or management reports or records
- · assign work to staff or employees
- clean rooms or work areas
- conduct or attend staff meetings

- Put price information on tickets, marking by hand or using ticket-printing machine.
- Record number and types of articles marked and pack articles in boxes.
- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- package goods for shipment or storage
- perform clerical duties including typing, accepting orders, or sorting mail
- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- · verify completeness or accuracy of data

Technology - Examples



- conduct training for personnel
- confer with other departmental heads to coordinate activities
- demonstrate or explain assembly or use of equipment
- direct and coordinate activities of workers or staff
- establish employee performance standards
- estimate materials or labor requirements
- forecast departmental personnel requirements
- hire, discharge, transfer, or promote workers
- inspect facilities to determine repair or replacement needs
- interview job applicants
- inventory stock to ensure adequate supplies
- investigate customer complaints
- issue supplies, materials, or equipment
- maintain production or work records
- monitor worker performance
- orient new employees
- oversee work progress to verify safety or conformance to standards
- prepare or maintain employee records
- prepare reports
- purchase furnishings, artworks, or accessories
- purchase housekeeping or cleaning supplies or equipment
- recommend improvements to work methods or procedures
- recommend personnel actions, such as promotions, transfers, and dismissals
- recommend purchase or repair of furnishings or equipment
- resolve customer or public complaints
- resolve or assist workers to resolve work problems
- resolve personnel problems or grievances
- schedule employee work hours
- use oral or written communication techniques
- use power mower

Technology - Examples

Data base user interface and query software

- Data entry software
- Microsoft Access

Electronic mail software

- Email software
- Microsoft Outlook



Facilities	management	coftward
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• Computerized maintenance management system CMVS software

Inventory management software

• Inventory tracking software

Materials requirements planning logistics and supply chain software

• Computerized bed control system software

Office suite software

Microsoft Office

Presentation software

• Microsoft PowerPoint

Project management software

• Microsoft Project

Spreadsheet software

• Microsoft Excel

Word processing software

Microsoft Word

Tools - Examples

- Building alarm systems
- Push brooms
- · Carpet shampooers
- Cleaning scrapers
- Industrial dryers
- Desktop computers
- Dust mops
- Protective face shields
- Floor burnishers
- Floor scrubbing machines
- Powered floor washers
- Safety goggles
- Spray bottles
- Flatwork ironers
- Step ladders
- Light commercial washing machines
- Dust masks



Mop wringers
Personal computers
Pressure washers
Rubber gloves
Industrial sewing machines
Multi-line telephone systems
• Squeegees
Steam-operated sterilizers
Steam pressers
Industrial vacuum cleaners
• Wet mops
Wet-dry vacuums

Labor Market Comparison									
Description	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	Stock Clerks, Sales Floor	Difference						
Median Wage	\$ 33,840	\$ 19,860	\$(13,980)						
10th Percentile Wage	\$ 21,680	\$ 15,330	\$(6,350)						
25th Percentile Wage	N/A	N/A	N/A						
75th Percentile Wage	\$ 41,770	\$ 24,350	\$(17,420)						
90th Percentile Wage	\$ 53,500	\$ 30, 370	\$(23,130)						
Mean Wage	\$ 35,260	\$ 21,410	\$(13,850)						
Total Employment - 2007	900	7,670	6,770						
Employment Base - 2006	1,006	7,601	6, 595						
Projected Employment - 2016	1,040	6, 921	5,881						
Projected Job Growth - 2006-2016	3.4 %	-8.9 %	-12.3 %						
Projected Annual Openings - 2006-2016	18	180	162						

National Job Posting Trends

Clerks, Sales Floor

Trend for First-Line Supervisors/Managers of Housekeeping and Janitorial Workers



Data from Indeed

-10

90 80 70

Percentage Growth

Recommended Programs

Jul '07

Jan '08

Jul'08

Jan '09

Jan'07

General Office/Clerical and Typing Services

Jul '05

Jan'06

Jul'06

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Retailing and Retail Operations

Retailing and Retail Operations. A program that prepares individuals to perform operations associated with retail sales in a variety of settings. Includes instruction in over-the-counter and other direct sales operations in business settings, basic bookkeeping principles, customer service, team/staff leadership and supervision, floor management, and applicable technical skills.

No schools available for the program

Maine Statewide Promotion Opportunities for First-Line Supervisors/Managers of										
O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings		
37-1011.00	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	100	3	900	\$33,840.00	\$0.00	3%	18		

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51-1011.00	First-Line Supervisors/Wanagers of Production and Operating Workers	79	3	3,750	\$45, 510.00	\$11,670.00	-4%	65
43-5061.00	Production, Planning, and Expediting Clerks	78	2	1,320	\$38, 490.00	\$4,650.00	-1%	35
47-1011.00	First-Line Supervisors/Wanagers of Construction Trades and Extraction Workers	78	3	3,190	\$46,630.00	\$12,790.00	3%	77
11-9021.00	Construction Managers	78	3	970	\$72,320.00	\$38, 480.00	4%	35
25-1194.00	Vocational Education Teachers, Postsecondary	77	4	0	\$47,550.00	\$13,710.00	51%	20
11-9131.00	Postmasters and Mail Superintendents	77	3	420	\$55, 200.00	\$21,360.00	-5%	10
53-1021.00	First-Line Supervisors/Wanagers of Helpers, Laborers, and Waterial Movers, Hand	77	3	1,160	\$34,540.00	\$700.00	11%	37
13-1071.01	Employment Interviewers	76	3	610	\$41,200.00	\$7,360.00	10%	19
43-6011.00	Executive Secretaries and Administrative Assistants	76	3	3, 330	\$38,830.00	\$4,990.00	6%	76
11-3071.01	Transportation Managers	76	3	710	\$62,270.00	\$28, 430.00	5%	25
13-1051.00	Cost Estimators	76	4	750	\$44,990.00	\$11,150.00	14%	25
43-5011.00	Cargo and Freight Agents	76	2	170	\$40, 360.00	\$6,520.00	5%	5
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	76	3	920	\$45, 210.00	\$11,370.00	-2%	21
11-3011.00	Administrative Services Managers	76	4	1,090	\$56,630.00	\$22,790.00	5%	34

Top Industries for Stock Clerks, Sales Floor											
Industry	NAICS	% in Industry	Employment	Projected Employment	% Change						
Grocery stores	445100	23.82%	406,079	370,728	-8.71%						
Department stores	452100	16.56%	282, 337	232, 482	-17.66%						
Other general merchandise stores	452900	9.11%	155, 334	175, 987	13.30%						
Warehousing and storage	493100	3.42%	58, 300	65,157	11.76%						



Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38, 557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%

Top Industries for First-Line Super	visors/M	lanagers of	Housekeepi	ng and Janitorial \	Workers
Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Self-employed workers, primary job	000601	27.17%	76,681	86,700	13.07%
Elementary and secondary schools, public and private	611100	9.13%	25,771	23,972	-6. 98%
Self-employed workers, secondary job	000602	3.57%	10,069	10,024	-0.45%
Colleges, universities, and professional schools, public and private	611300	3.06%	8, 641	8,502	-1.61%
Nursing care facilities	623100	2.98%	8,403	9,132	8.68%
Local government, excluding education and hospitals	939300	2.93%	8, 259	8,426	2.03%
General medical and surgical hospitals, public and private	622100	2.59%	7,303	8,085	10.71%
Religious organizations	813100	2.28%	6, 441	7,786	20.87%
Community care facilities for the elderly	623300	1.27%	3,598	4,940	37.28%
Lessors of real estate	531100	1.01%	2,860	2,834	-0.89%
Casino hotels	721120	0.97%	2,724	3,365	23.54%
Employment services	561300	0.95%	2,667	3,511	31.63%
Activities related to real estate	531300	0.92%	2,592	3,436	32.54%
Vocational rehabilitation services	624300	0.76%	2,146	2,719	26.68%
Exterminating and pest control services	561710	0.76%	2,152	2,610	21.25%